



# **Free Customer Service Appreciation**

## **Letter**

**[Your Name]**  
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**September 1, 2068**

**[Recipient's Name]**  
[Recipient's Title/Position]  
[Recipient's Email]

Dear **[Recipient's Name]**,

I am writing this letter to express my sincere appreciation for your exceptional customer service. Your professionalism, understanding, and genuine concern towards clients have not gone unnoticed, and I want to commend you for your efforts.

You positively represent the company's values and play a vital part in maintaining a high level of customer satisfaction. Thank you very much for your exemplary service and for going the extra mile to ensure that customers' needs are met with promptness and high quality.

Your effort has greatly contributed to our satisfaction and loyalty and we truly appreciate it. I look forward to our continued relationship and your future growth.

# Employee Recognition Letter For Customer Service

**Robert Hinson, Ogechi Adeola, Terri  
Lituchy, Abednego Amarte**



## **Employee Recognition Letter For Customer Service:**

How Airports Measure Customer Service Performance Lois S. Kramer, Aaron Bothner, Max Spiro, 2013 TRB's Airport Cooperative Research Program ACRP Synthesis 48 How Airports Measure Customer Service Performance examines the strategic importance of customer service and how airports are measuring the quality of customer service Publisher's description *Customer Service Best Practices* Ron Zemke, 1998 **The Nordstrom Way to Customer Service Excellence** Robert Spector, Patrick D. McCarthy, 2012-02-07 The Nordstrom Way shows the direct link between empowering your employees and creating a long term relationship with your customers More businesses should follow Nordstrom's example Howard Schultz Chairman Starbucks Coffee Virtually every company wants to be the Nordstrom of their industry Nordstrom is one of only five companies to make Fortune's best companies to work for and most admired list every year the surveys have been taken Despite its position in the hard hit retail sector Nordstrom with 193 stores in 28 states never experienced a quarterly loss during the recent economic downturn The Nordstrom Way to Customer Service Second Edition explains what every business can learn from the world's most famous customer service driven company New material in this revised edition includes How To Become The Nordstrom Of Your Industry Tools for creating a customer driven culture Chapters on Nordstrom's online customer service and the innovative social commerce features of its website Breakthroughs on Nordstrom's multi channel approach to customer service Nordstrom follows a set of principles that has made it a leader in its industry Discover what endears Nordstrom to its customers and learn how to apply those same standards to your company

**Customer Service Management in Africa** Robert Hinson, Ogechi Adeola, Terri Lituchy, Abednego Amartei, 2020-05-07 Customer Service Management in Africa A Strategic and Operational Perspective 978 0 367 14337 4 K410515 Customer Service is Changing The message of 34 authors featured in Customer Service Management in Africa A Strategic and Operational Perspective is clear Today's consumers are no longer passive audiences but active players that engage with businesses at each stage of product or service design and delivery systems Consumer demands and expectations are also increasingly being dictated by changing personal preferences enhanced access to information and expanding digital reality The customer service principles strategic and operational advocated by these authors are universal but particularly compelling as they apply to Africa's unique and dynamic operating environment In recognition of the importance of excellent customer service this comprehensive and well timed book provides an essential guide on the increasing role of the customer to business success This book discusses the management and delivery of customer service under seven broad themes Customer Service as Shared Value Customer Service Strategy Customer Service Systems Customer Service Style Customer Service Culture Customer Service Skills and Customer Experience Advancing Customer Service in Africa Central questions posed and addressed include What is the new definition of customer service management How should organisations position themselves to create value for customers and stakeholders How should employees project themselves to align with customer

service promises made by their organisations Overall this book provides strategic and operational insights into effective customer service management in Africa The customer service management concepts roles and practices outlined particularly as they apply to the African context make it an important addition to scholars or practitioners reference works *Customer Service For Dummies* Karen Leland, Keith Bailey, 2011-03-03 *Customer Service For Dummies* Third Edition integrates the unbeatable information from *Customer Service For Dummies* and *Online Customer Service For Dummies* to form an all in one guide to customer loyalty for large and small businesses alike The book covers the fundamentals of service selling and presents up to date advice on such fundamentals as help desks call centers and IT departments Plus it shows readers how to take stock of their customer service strengths and weaknesses create useful customer surveys and learn from the successes and failures of businesses just like theirs Karen Leland and Keith Bailey Sausalito CA are cofounders of Sterling Consulting Group an international consulting firm specializing in quality service consulting and training for such clients as Oracle IBM Avis and Lucent *365 Ways to Motivate and Reward Your Employees Every Day--with Little Or No Money* Dianna Podmoroff, 2005 I Love my job Is that what your employees are saying Sadly according to the U S Department of Labor s Bureau of Labor Statistics American businesses lost an average of 25 days of work in 2001 due to employee anxiety and stress Don t let your business become part of this dismal statistic You can improve employee morale and create a harmonious workplace which will increase profits and productivity *Delivering Quality Service* Valarie A. Zeithaml, 2010-05-11 Excellence in customer service is the hallmark of success in service industries and among manufacturers of products that require reliable service But what exactly is excellent service It is the ability to deliver what you promise say the authors but first you must determine what you can promise Building on seven years of research on service quality they construct a model that by balancing a customer s perceptions of the value of a particular service with the customer s need for that service provides brilliant theoretical insight into customer expectations and service delivery For example Florida Power Light has developed a sophisticated computer based lightening tracking system to anticipate where weather related service interruptions might occur and strategically position crews at these locations to quicken recovery response time Offering a service that customers expect to be available at all times and that they will miss only when the lights go out FPL focuses its energies on matching customer perceptions with potential need Deluxe Corporation America s highly successful check printer regularly exceeds its customers expectations by shipping nearly 95% of all orders by the day after the orders were received Deluxe even put U S Postal Service stations inside its plants to speed up delivery time Customer expectations change over time To anticipate these changes Metropolitan Life Insurance Company regularly monitors the expectations and perceptions of their customers using focus group interviews and the authors 22 item generic SERVQUAL questionnaire which is customized by adding questions covering specific aspects of service they wish to track The authors groundbreaking model which tracks the five attributes of quality service reliability empathy assurance responsiveness and tangibles goes

right to the heart of the tendency to overpromise By comparing customer perceptions with expectations the model provides marketing managers with a two part measure of perceived quality that for the first time enables them to segment a market into groups with different service expectations Converting Customer Value John J. Murphy, Jamie Burton, Robin Gleaves, Jan Kitshoff, 2005-11-18 A company exists to make profit and everything it does is a step towards that goal Many firms are trying to get closer to their customers but few realise how crucial this is to corporate value Indeed the long term value of a company is perhaps best described as the sum of future profits from customers discounted to a present value Tackling two hot topics in business CRM and corporate value and based on a study undertaken by the Customer Management Leadership Group John Murphy's new book links customer management directly to company profitability for the first time By implementing its Customer Management Integration Framework a company can see cash flows for each customer relationship and use that information to effectively manage key customers for higher and more resilient levels of profitability

Achieving Excellence Through Customer Service John Tschohl, 2011-09-22 If you've heard and read all you want to know about how bad service is in the world and how important service is to customers and to your bottom line you may be ready for a little action After many recent articles and books dealing with the need for quality service few business managers remain unconvinced Many however remain unequipped to express their commitment in action The mission of this book is to equip the already convinced to implement the already proved service is a strategy as powerful as marketing and as potent as a quality product itself in the ongoing effort to realize the full profit potential of a company This book gives you detailed step by step knowledge that you can use in establishing profitable customer service strategies The profit producing capability of an organization derives from impressions made by all employees on the organization's customers The means of creating these impressions are the quality and efficacy of the product or service that the employees sell the quality accuracy dependability and speed of their service and the warmth of their human relationships with customers Training and motivation for people who actually deliver service and how to do it implementation instructions are the twin I beams supporting the substance of this book They are The reason this book was written The features that distinguish this book from other books on service Among key benefits to readers of this book are Hands on ideas skills and techniques that can be used immediately Knowledge about shaping employee attitudes a powerful competitive force moving a firm toward greater market share customer loyalty and profitability **That's Customer Focus!** F. Ray Miller, 2008 Differentiate your business by sharpening your Customer Focus or risk giving your competitors a competitive advantage The best of the best do this They know that the only long term strategy that effectively creates customer loyalty long term profitability and which strengthens both internal service performance and productivity is a Customer Focused strategy This outstanding book explains what it takes to become truly Customer Focused It provides detailed step by step instructions on what you need to do to create customer focus throughout your entire organization We describe in detail 12 proven best practices strategies which you can

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**Managing Quality in America's Most Admired Companies** Jay Spechler,1993 Copublished with Industrial Engineering and Management Press What are america s leading companies doing to excel in quality This new book provides the answer Jay W Spechler senior examiner for the Malcolm Baldrige National Quality Award Committee has brought together case studies of how over 30 leading companies put quality management into practice in their organizations The case studies focus on how the Baldrige Award criteria are actually being applied in the companies and how the companies are achieving quality results The cases cover all aspects of quality management from values and philosophies to actual implementation training measurement and employee involvement They include many practical examples to illustrate successful strategies programs and action steps In addition the book s seven opening chapters provide general guidelines for implementing quality management in any organization

**Best Practices in Customer Service** John A. Woods,1999 *Exceptional Customer Service* Lisa Ford,David McNair,William Perry,2009-08-18 When the going s tough companies that survive will be those that build the greatest loyalty by exceeding expectations Yet too often companies ignore their customers needs and wants Today industries like airlines retail businesses and restaurants are feeling consumer pushback With new updated examples from more than fifty companies from Chik Fil A restaurants to the Ritz Carlton hotel chain to online retailer Zappos com this book shows managers how to go from so so service to amazing service In today s market customer service is a key competitive advantage This book shows you how to expand your customer base when the industry is shrinking use new media to reach consumers and make a lasting great impression on customers When businesses are fighting to survive creating a great experience for customers isnit just important it s essential

151 Quick Ideas to Inspire Your Staff Jerry R. Wilson,2005-10-15 For most businesses attracting new employees and getting your existing employees to succeed is a never ending task It s often rooted in inefficient hiring practices misunderstood motivational techniques inadequate training and high employee turnover The

results Low productivity and poor performance leading to lower revenue unhappy customers and endless management headaches Jerry Wilson's 151 Quick Ideas to Inspire Your Staff takes the mystery out of motivating employees to achieve personal and business success The basic concept Inspire your employees to create and maintain delighted repeat customers This book demonstrates that business owners don't have to constantly replace employees or use artificial incentives and harsh methods to get employees to help the business succeed Wilson shows business owners and managers how to do it themselves without the pain and suffering And you don't have to invent any new approaches concepts or buzzwords to do it Just follow some of Jerry Wilson's 151 proven ideas and discover amazing results fast Jerry Wilson has spent more than 25 years researching what his clients businesses large and small need to do to be successful in today's marketplace by hiring and motivating the right employees These powerful ideas work Each is presented in a bite sized package that allows instant execution No long chapters with endless justifications pontifications philosophy and personal stories Just 151 great practical ideas any business manager and owner can use to make an immediate difference in his or business success

*Customer Service for Hospitality and Tourism* Simon Hudson, Louise Hudson, 2012-11-02 Customer service is of critical importance for the tourism and hospitality sector now more than ever before as customers are looking to increase value for money and are less forgiving of mediocre service However despite its importance quality customer service is the exception rather than the norm in many parts of the world Customer Service for Hospitality and Tourism is a unique text and vital to both students and practitioners as it explains not only the theory behind the importance of customer service but also acts as a guidebook for those wishing to put this theory into practice In essence it is the whys and hows of customer service It is easy to read very current and full of references to all the latest research from both academic and practitioner literature Chapters cover important topics such as the financial and behavioural consequences of customer service consumer trends influencing service developing and maintaining a service culture managing service encounters the importance of market research building and maintaining customer relationships providing customer service through the servicescape the impact of technology on customer service the importance of service recovery and promoting customer service internally and externally Key features include An At Your Service Spotlight at the beginning of each chapter focuses on the achievements of successful individuals related to the art of customer service Each chapter contains a Service Snapshot short real life cases to illustrate a particular concept or theoretical principle presented in the chapter Detailed international Case Studies which cover a variety of sectors organizations and regions designed to foster critical thinking the cases illustrate actual business scenarios that stress several concepts found in the chapter They analyze customer service in the U S South America South Africa Europe Russia Australia China Canada Korea and Dubai

**Customer Care Excellence** Sarah Cook, 2002 As competitiveness increases many organisations have realised that they cannot compete on price alone and have developed strategies for providing superior customer service In Customer Care Excellence Sarah Cook provides a comprehensive action plan

*Customer Care in Healthcare Guidebook* Daniel Farb, 2005 The Customer Care in Healthcare Guidebook the perfect way to learn about the human side of healthcare in an interesting and conversational manner It combines 4 Customer Care in Healthcare titles into one package Titles included are Reorganizing for Customer and Patient Care Customer and Patient Care Provider Patient Relationships and Handling Difficult People They focus on teaching a technique or idea followed by reinforcement and application via questions and answers This is an excellent tool to increase an organization's commitment to customer care The principles behind the concepts are relevant to almost every business not just healthcare Those readers who wish to have an accompanying program with video and interactivity should also purchase the CD version Contact hour credits are available The 1001 Rewards & Recognition Fieldbook Bob Nelson, Dean R. Spitzer, 2003-01-01 A practical motivational handbook explains how to design and manage a rewards or recognition program in the workplace the best ways to recognize the contributions of an individual or group how to develop a low cost recognition program and how to assess its effectiveness accompanied by templates handy reference cards and low cost recognition ideas Original Biz'nss Magic Roy Staszak, 2019-03-12 Success is the feeling that you get from helping others Our book is a compilation of successes and failures that start with the founding of this nation You travel through centuries and experience the effects that US presidents can have on your business Review success factors of several business leaders and learn how to share traits that make them successful Readers are challenged to find and implement ideas that will return profits to their business making this a valuable investment of your time and money Experience teaches that we often make our own luck Fifty percent of net profits are donated to St Jude's Children's Hospital We thank you for your purchase You will find the key to success under the alarm clock Benjamin Franklin One hundred percent of the shots you don't take don't go in Wayne Gretzky Keep away from people who try to belittle your ambitions Mark Twain I don't measure a man's success by how high he climbs but how high he bounces when he hits bottom Gen George S Patton The way to get started is to quit talking and begin doing Walt Disney Obstacles are those frightful things you see when you take your eyes off the goal Henry Ford You only have to do a very few things right in your life so long as you don't do too many things wrong Warren Buffett Listen to your gut no matter how good something sounds on paper Donald Trump



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